

JUNE 03 THE HEALTH SERVICES INSPECTION MEDICAL UNIT PROJECT OFFICER'S GUIDE FOR THE AIR RESERVE COMPONENT

1. Introduction. The Medical Unit Project Officer Guide contains a detailed description of activities that take place prior to and during an Air Reserve Component (ARC) Health Services Inspection (HSI). This guide should be used in conjunction with the HSI Guide and protocols.

2. Project Officer Responsibilities. The unit commander should appoint an individual to be the single point of contact for the HSI. This individual coordinates the preparation activities prior to the HSI and provides support during the inspection. For ARC HSIs, the senior health or air reserve technician should be available as the point of contact for the month prior to the HSI. The project officer should thoroughly review this document as well as all other related HSI information available on the AFIA website at <https://www-4afia.kirtland.af.mil>. The project officer should download the HSI Guide (which includes the evaluation and scoring inspection criteria and conference protocols) and the on-site document list.

3. IG Team Composition. Inspectors assigned to the Air Force Inspection Agency, Medical Directorate (HQ AFIA/SG) will conduct the HSI. A senior officer inspector is assigned as team chief. The team will also have a designated trip coordinator to assist in logistical preparations for the visit. Additionally, the team may be accompanied by newly assigned AFIA medical inspectors, or senior inspectors observing the team or by jumpseaters (medical personnel from other units who are seeking familiarization with the HSI process). The trip coordinator will identify specific team members approximately 60 days prior to the visit. Team composition will normally consist of the following personnel:

Typical HSI Team Composition

- Medical Service Corps Officer
- Medical Manager – either a Medical Corps, Biomedical Sciences Corps, or Nurse Corps officer
- Nurse Corps Officer
- Senior Enlisted

4. AFIA Liaison. The Chief, Medical Inspection Support Division, is the liaison for issues related to HSI inspections. The contact numbers are DSN 246-2566 or commercial (505) 846-2566. The NCOIC, Medical Inspection Support Division serves as the alternate and can be reached at DSN 246-2482. Our address is HQ AFIA/SG, 9700 G Avenue SE, Kirtland AFB NM 87117-5670. Please direct e-mail to us at afia.sg@kirtland.af.mil or fax us at DSN 246-2428, commercial (505) 846-2428. The Support Division provides points of contact for HSI Guide clarification and acts as back up to the trip coordinator.

5. Advance Information Requirements. The trip coordinator will send a Trip Brief form (e-file version) to the unit at least 60 days prior to the scheduled inspection. This form is used to gather pertinent unit and logistical information (names and contact information, team composition, billeting and transportation information) in preparation for the HSI. The unit completes the form with unit information and returns it via e-mail to the trip coordinator 30 to 45 days prior to the inspection. The Trip Brief form can also be downloaded from the AFIA website at <https://www-4afia.kirtland.af.mil> by clicking Medical Operations>HSI Information. Pre-inspection documents from units are no longer required.

6. Lodging.

- 6.1. Please make lodging reservations for team members as soon as you receive the inspection team composition from the trip coordinator. If the unit is located on a base with lodging facilities, arrange for on base billeting if possible.
- 6.2. If the team is billeting on base, assign one team member per room or suite. As a reminder, colonels and chiefs on the team should be billeted in DV quarters, chief's quarters or other appropriate quarters.
- 6.3. All team members should be billeted in the same general area whenever possible. There may be exceptions due to rank or facility limitations. We prefer ground floor rooms because of the need to transport document boxes to our rooms during the inspection.
- 6.4. Pre-register each team member prior to arrival.
- 6.5. Please do not place refreshments in the rooms. While a nice gesture, IG team members are not permitted to accept these items and will have to return them or reimburse the unit for them.
- 6.6. Off base lodging requirements follow the same general guidelines outlined above, with these additional considerations:
 - Hotel should be located within reasonable commuting distance to the base
 - Daily lodging cost must fall within allowable per diem/lodging rates

7. Transportation. AFIA will make arrangements to obtain rental cars for the inspection team. The unit does not make rental car arrangements for the HSI team. No arrangements are necessary for transportation to and from the airport.

8. HSI Schedule. The schedule outlines each inspector's required presence for program manager conferences, duty section visits, etc. The trip coordinator will send an electronic copy of the schedule to the project officer. The goal is to have the schedule finalized prior to the arrival of the team at the unit. Some pointers to remember when working the draft schedule:

- 8.1. Discuss any proposed schedule modifications with the trip coordinator when identified. The unit is not authorized to change inspector responsibilities or alter time allocations for conferences.
- 8.2. Identify program manager time or attendance conflicts to the trip coordinator. We will work with the unit to resolve any such conflicts. Nevertheless, conflicts will sometimes occur and when they do, the unit should select the appropriate alternate to attend the conference. Referring to that element's protocol (if applicable) may assist the unit in determining an appropriate alternate.
- 8.3. Distribute copies of the final schedule to all personnel identified to attend conferences. Provide conference participants a copy of the applicable protocol so that they may be prepared to discuss conference topics.
- 8.4. While every attempt will be made to adhere to the published schedule, last-minute changes may occur. The medical unit staff and inspectors need to maintain flexibility in accommodating last-minute HSI scheduling changes.
- 8.5. Several conferences may require participation and input from wing/base personnel (credentials, demand reduction program, etc.). Ensure scheduling arrangements are made with appropriate wing/base personnel (refer to the applicable protocol).
- 8.6. Any unresolved schedule conflicts will be resolved by the team chief in consultation with the squadron commander.

9. Conference Rooms.

- 9.1. Use applicable protocols for each scheduled conference to determine the number of attendees and ensure rooms are large enough to accommodate all participants.
- 9.2. Applicable protocols specify room requirements (i.e. table and chair arrangements, etc.).
- 9.3. Due to facility limitations or mission requirements, use of conference rooms or offices in other buildings may be necessary. Please ensure the schedule notes these occurrences and details building and room numbers.

10. Wing Coordination.

- 10.1. Schedule the IG team chief for a courtesy call with the wing commander for 30 minutes immediately following the medical unit inbrief. Refer to P-2 Protocol.

- 10.2. Schedule the IG team chief and medical unit commander for an outbrief with the wing commander on Sunday, 30 minutes prior to the outbrief to the medical squadron.

11. Inbrief Requirements. Refer to P-1 Protocol.

12. Outbrief Requirements. Refer to P-6 Protocol.

13. IG Work Center. Make the following arrangements prior to the IG team's arrival:

- 13.1. Reserve a work center with adequate tabletop workspace for all IG team members. A minimum of four feet of "table front" workspace is desirable for each inspector to accommodate a laptop computer and documents. The work center should be located in an area of the facility that is private and quiet, and must be located in an area that can be locked and secured.
- 13.2. If space is available, reserve an office for use by the team chief (not the medical unit commander's office) for the duration of the inspection. The team chief's office should be located as close as possible to the work center.
- 13.3. Do not schedule the work center for any conferences or any other activities during the HSI (Thursday – Sunday). The HSI team will vacate the work center at approximately 1300 hours on Sunday (dependent on outbrief schedule).
- 13.4. Set up extension cords and/or power surge protector strips in the work center. Each inspector will need to have access to electrical power to plug in his/her computer at the worktable. Please keep safety in mind – no tripping hazards.
- 13.5. The work center and/or the team chief office should have a telephone with commercial long distance and DSN capability. If this arrangement is not possible due to facility limitations, inspectors will need access to a private office with a DSN and commercial capable telephone line. Access to an analog DSN line is also necessary to access the AFIA server (in some facilities the only solution to this may be a fax machine line).
- 13.6. Inspectors appreciate access to a refrigerator, microwave oven, and coffee maker; plus coffee, tea, coffee cups, water glasses and pitchers of water in or near the work center. Fresh fruit and snacks are also appreciated, but not required. Team members will usually provide for their own snacks. Inspectors will reimburse the unit for any food/drinks consumed.
- 13.7. Place a sign on the door of the work center that reads: "IG Work Center - please knock before entering"

- 13.8. Place a sign on the door of the team chief's office that reads: "IG Team Chief - please knock before entering"

14. On-site Documents.

- 14.1. Review the on-site document list on the AFIA web site at <https://www-4afia.kirtland.af.mil>. Click on Medical Operations>HSI Info>On-Site Document List. Requested documents should be placed in boxes and stored in the work center. Unless otherwise specified, documents should be available to the inspectors when they arrive at the unit on Thursday. Each box should be labeled specifying the documents/files contained in that box. Inspectors typically return documents to the program managers during scheduled conferences. For those inspected elements not having scheduled conferences, the documents are returned to the unit as the inspectors finishes their review of the program.
- 14.2. An inspector will request credentials program documents on Thursday. The documents and files will be reviewed by the inspector in the work center and (usually) returned to the unit on Thursday.
- 14.3. Whenever medical records or credential files need to be removed from the unit, the project officer will prepare a list of the records and have the inspector sign for them. When review is completed, the project officer will sign for receipt of the records upon return to ensure their accountability and security.
- 14.4. Outstanding Performer Program:
The Outstanding Performer Program has been re-instituted and designed to support the SAF/IG initiative to provide a mechanism for recognition of excellence during HSIs. The rules of engagement will require medical unit commander and HSI inspector involvement in the selection process. The commander may nominate three individuals or teams (civilian or military) for the HSI team to assess during the course of the inspection. Nomination packages will consist of no more than 5-10 typed lines in bullet format, delineating mission accomplishments that make the person/team an Outstanding Performer
- Accomplishments must have a direct bearing on the programs/processes evaluated during the HSI.
 - Nomination packages must be included with the HSI team chief documents.
- 14.5. HSI inspectors will review nominations and assess nominees based on HSI inspection results. The team chief will identify the selected Outstanding Performer(s) during the HSI exit conference.
- 14.6. Benchmark Program:
If you wish to share a potential Benchmark Program, you may submit it for

consideration with the team chief's pre-inspection documents. The program must be (1) unique, (2) sustainable, (3) have a proven track record and (4) be transportable.

No more than three programs may be submitted. HSI inspectors will evaluate submitted programs and may also identify others during the course of the inspection. Programs submitted for consideration are not classified 'Benchmark' until validated by HQ AFIA/SG.

Space.

15. IG Work Center Administrative and Supply Requirements. Set up the following items in the work center:

- One high-speed laser printer with print driver disk
- One ream of paper
- List the work center phone number(s) and instructions for telephone access (DSN and commercial long distance)
- Power strip (at least one)
- One hand cart/dolly (if possible)
- Shredder (available)
- Paper clips 1" size (one package)
- Stapler (one)
- Staple remover (one)
- Four folders with pockets and four medium clips
- Yellow highlighters (three)
- Post-it notes, 2"x2" (four)
- Computer disks, 3.5 inch HD (four)
- Current dictionary (one)
- One box of pens/pencils
- Four writing notepads

16. Project Officer Responsibilities (post-arrival).

- Discuss/resolve any last minute schedule conflicts with trip coordinator
- POC (or designee) for inspector(s) requesting additional documentation
- Provide trip coordinator a list of DVs scheduled to attend in/outbriefs
- Confirm with trip coordinator location of in/outbriefs
- Confirm times for team chief meetings with wing CC
- Provide location of restrooms, break areas, smoking areas, etc.
- Local policy for no-hat, no-salute areas
- Location, availability and use of fax, copier and paper shredding machines

- Issue work center door key to trip coordinator
- After-hour procedures to contact squadron commander and/or project officer
- Provide base and local area driving maps
- Listing of local restaurants
- Be available to assist with any other situations that may arise!

18. Uniform. The IG Team wears any blue combination, short sleeve (tie/tab are optional), or long sleeve blue shirt. The service dress uniform is required only for the team chief during the inbrief outbrief. The duty uniform for unit personnel throughout the inspection (including the inbrief and outbrief) is uniform of the day.

17. Socialization. Inspector General rules do not allow inspectors to participate in unit or host wing social gatherings or to socialize with any members of the unit being inspected.